

USPS Report on PRC Service Inquiries for October 2019

Postal Regulatory Commission
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The Postal Regulatory Commission referred 33 inquiries to the Postal Service in October 2019. Customers received responses on average within 9 days.

Inquiries covered various topics that fell in to three main categories:

- Delivery Services 23 - i.e., time of delivery, forwarding and method of delivery
- Customer Service 10 – i.e., hours of service , Collection Boxes, Indemnity Claims
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions and international inquiries

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Signature move

Informed Delivery gets new service



Customers who use USPS Electronic Signature Online can provide the Postal Service with a preferred delivery location for packages.

The Postal Service has added an electronic signature service to [Informed Delivery](#) that removes the need for customers to physically sign for eligible deliveries requiring a signature.

The USPS Electronic Signature Online service allows Informed Delivery customers to use an electronic signature to sign for Priority Mail Express, Signature Confirmation and items insured for \$500 or more.

The service, which was added Oct. 7, is only available for Informed Delivery customers.

Here's how USPS Electronic Signature Online works:

- Customers will be presented with the option to sign up for Electronic Signature Online within the Informed Delivery application.

- Tracking numbers for eligible eSignature mailpieces will appear on the customer's Informed Delivery "Packages" dashboard.

- Once the eSignature is applied, a USPS carrier's handheld device will receive an alert. The carrier must confirm the address and deliver the mailpiece without obtaining a physical signature.

The addition of USPS Electronic Signature Online to Informed Delivery is part of the organization's efforts to improve efficiency and customer service. Customers can use the new tool to provide the Postal Service with a preferred delivery location if a package is too large for their mailbox.

USPS Electronic Signature Online also will help reduce failed delivery attempts.

In fiscal 2018 (Oct. 1, 2017-Sept. 30, 2018), there were approximately 253 million failed first delivery attempts that inconvenienced customers and delayed delivery.

Native American Heritage Month



Two members of a Native American tribe hold hands during a dance ceremony in Chesapeake, VA, in 2011.

November is Native American Heritage Month, which honors the cultures, histories, traditions and contributions of American Indians and Alaska Natives.

USPS employs about 4,000 individuals who identify themselves as American Indian or Alaska Native. The American Indian and Alaska Native population in the United States is approximately 6.8 million, according to U.S. Census data.

The Postal Service has [issued several stamps](#) that honor American Indians, including Indian Hunting Buffalo (1898), the first stamp to portray a uniquely Native American theme; four American Folk Art stamps (1977); five American Indian Dances stamps (1996); and 10 Art of the American Indian stamps (2004).

The federal government's [Native American Heritage Month site](#) has more information.